



Complete Summary

TITLE

Assisted living resident satisfaction: mean section score for "Facility" questions on Assisted Living Resident Survey.

SOURCE(S)

Assisted Living Psychometrics. South Bend (IN): Press Ganey Associates, Inc.; 1999. 8 p.

Assisted Living Resident Survey. South Bend (IN): Press Ganey Associates, Inc.; 2001. 4 p.

Brief Abstract

DESCRIPTION

This measure assesses the mean score for the questions in the "Facility" section of the Assisted Living Resident Survey.

This measure is a component of a composite measure; it can also be used on its own.

RATIONALE

The assisted living industry is growing at a phenomenal pace; Fortune magazine has called it one of the four hottest growth sectors. A variety of factors are likely to drive continued industry growth: aging of the American population, increase in life expectancy, changes in the role of women in society, absence of governmental regulation, and the emergence of managed care systems intent on providing cost-effective alternative care settings. The Assisted Living Federation of America estimates that there are currently 30,000 to 40,000 assisted living facilities that serve approximately 1 million seniors.

With this unprecedented demand for affordable long-term care and the lack of protective regulations, it has become a national imperative to establish a reliable, valid process for measuring and monitoring the quality of care provided in assisted living facilities. The Assisted Living Quality Coalition, which represents six of the largest national trade associations dedicated to senior housing and care, made a direct call for measurement tools, proclaiming that in order "to provide the highest level of quality and consumer satisfaction in assisted living, the assisted living industry must have a consumer-oriented, performance based system for quality improvement."

PRIMARY CLINICAL COMPONENT

Assisted living resident satisfaction

DENOMINATOR DESCRIPTION

Residents of an assisted living facility who answered at least one question in the "Facility" section of the Assisted Living Resident Survey during the reporting period. Residents with dementia who are unable to respond to the survey even with assistance and deceased residents are excluded from sampling.

NUMERATOR DESCRIPTION

The means of all the residents' scores for the "Facility" section of the Assisted Living Resident Survey

Evidence Supporting the Measure

PRIMARY MEASURE DOMAIN

Patient Experience

SECONDARY MEASURE DOMAIN

Not applicable

EVIDENCE SUPPORTING THE MEASURE

A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences
A systematic review of the clinical literature
One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Unspecified

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

Internal quality improvement

Application of Measure in its Current Use

CARE SETTING

Residential Care Facilities

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Measure is not provider specific

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Single Health Care Delivery Organizations

TARGET POPULATION AGE

Unspecified

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component

INCIDENCE/PREVALENCE

Unspecified

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

Unspecified

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories

IOM CARE NEED

Living with Illness

IOM DOMAIN

Patient-centeredness

Data Collection for the Measure

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

All individuals residing in the assisted living facility during the reporting period

DENOMINATOR (INDEX) EVENT

Institutionalization

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

Residents of an assisted living facility who answered at least one question in the "Facility" section of the Assisted Living Resident Survey during the reporting period

Exclusions

Residents with dementia who are unable to respond to the survey even with assistance and deceased residents are excluded from sampling.

NUMERATOR INCLUSIONS/EXCLUSIONS

Inclusions

The means of all the residents' scores for the "Facility" section of the Assisted Living Resident Survey

Exclusions

Unspecified

DENOMINATOR TIME WINDOW

Time window is a fixed period of time

NUMERATOR TIME WINDOW

Encounter or point in time

DATA SOURCE

Administrative data and patient survey

LEVEL OF DETERMINATION OF QUALITY

Individual Case

PRE-EXISTING INSTRUMENT USED

Unspecified

Computation of the Measure

SCORING

Continuous Variable

INTERPRETATION OF SCORE

Better quality is associated with a higher score

ALLOWANCE FOR PATIENT FACTORS

Analysis by subgroup (stratification on patient factors)

STANDARD OF COMPARISON

External comparison of time trends
Internal time comparison

Evaluation of Measure Properties

EXTENT OF MEASURE TESTING

The Client Advisory Committee (CAC), a committee of 13 Assisted Living Facilities, established the face, content, and consensus validities of the questions in the questionnaire. The questionnaire was then tested with the assistance of 12 test sites in eight states.

Questionnaires were sent to every resident and their family at each of the test sites during the fourth quarter of 1999. A mail-out methodology was chosen over hand distribution to eliminate selection and acquiescence biases. The test concluded with the receipt of 825 responses, resulting in a 40 percent response rate.

The Assisted Living instrument was found to be psychometrically sound across a wide variety of tests of validity and reliability. Refer to the original measure documentation (Assisted Living Psychometrics) for further details.

EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Assisted Living Psychometrics. South Bend (IN): Press Ganey Associates, Inc.; 1999. 8 p.

Gesell SB. A measure of satisfaction for the assisted-living industry. J Healthc Qual 2001 Mar-Apr; 23(2): 16-25. [PubMed](#)

Identifying Information

ORIGINAL TITLE

Assisted Living Resident Survey, Facility.

COMPOSITE MEASURE NAME

[Assisted living resident satisfaction: overall facility rating score on Assisted Living Resident Survey](#)

DEVELOPER

Press Ganey Associates, Inc.

ADAPTATION

This measure was not adapted from another source.

RELEASE DATE

1999 Jan

MEASURE STATUS

This is the current release of the measure.

SOURCE(S)

Assisted Living Psychometrics. South Bend (IN): Press Ganey Associates, Inc.; 1999. 8 p.

Assisted Living Resident Survey. South Bend (IN): Press Ganey Associates, Inc.; 2001. 4 p.

MEASURE AVAILABILITY

The individual measure, "Assisted Living Resident Survey, Facility," is published in the "Assisted Living Resident Survey."

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NQMC STATUS

This NQMC summary was completed by ECRI on March 27, 2003. The information was verified by Press Ganey Associates on April 17, 2003.

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All inquiries regarding the measure should be directed to the [Press Ganey Web site](#) or e-mail Penny J. Miceli, Ph.D. at pmiceli@pressganey.com.

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The logo for FIRST GOV, with "FIRST" in blue and "GOV" in red, and a small red star above the "I".

